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OFFICE OF THE  
EXECUTIVE SECRETARY

March 6, 1998

Mr. David Waddell  
Executive Secretary  
Tennessee Regulatory Authority  
460 James Robertson Parkway  
Nashville, Tennessee 37238  
VIA Hand Delivery

IN RE: BellSouth Telecommunications, Inc.'s Entry Into Long Distance (InterLATA) Service in  
Tennessee Pursuant to Section 271 of the Telecommunications Act of 1996.  
Docket No. 97-00309

Dear Mr. Waddell:

Enclosed are the original and thirteen copies of NEXTLINK Tennessee, L.L.C.'s Second Set of Data  
Requests to BellSouth Telecommunications, Inc., in the above-captioned proceeding.

Copies are being served on parties of record.

Sincerely,

A handwritten signature in black ink, appearing to read "D. Shaffer".

Dana R. Shaffer  
Director, Legal and Regulatory Affairs

Enclosure

Regional Office

Suite 300

105 Molloy Street

Nashville, TN 37201-2315

615.777.8888

fax: 615.777.7708

**BEFORE THE  
TENNESSEE REGULATORY AUTHORITY  
Nashville, Tennessee**

REC'D TN

'98 MAR 6 AM 9 34

OFFICE OF THE

EXECUTIVE SECRETARY

In Re: BellSouth Telecommunications, Inc.'s )  
Entry into Long Distance (interLATA) )  
Service in Tennessee Pursuant to Section 271 )  
of the Telecommunications Act of 1996 )

EX-107-00309

**NEXTLINK'S SECOND SET OF DATA REQUESTS TO  
BELLSOUTH TELECOMMUNICATIONS, INC.**

NEXTLINK Tennessee, LLC ("NEXTLINK") hereby serves its Second Set of Data Requests to BellSouth Communications, Inc. ("BellSouth"), to be answered in writing under oath.

**DEFINITIONS**

1. "BellSouth" means BellSouth Telecommunications, Inc., and its parents, subsidiaries, and affiliates, including, but not limited to BellSouth Corporation and BellSouth Long Distance, Inc., their present and former officers, employees, agents, representatives, directors, consultants and all other persons acting or purporting to act on behalf of BellSouth Telecommunications, Inc.
2. The term "document" means every writing or record of every type and description that is (or was formerly) in the possession, custody or control of BellSouth, including but not limited to correspondence, memoranda, workpapers, summaries, stenographic or handwritten notes, studies, publications, books, pamphlets, reports, surveys, minutes or statistical compilations, computer and other electronic records or tapes or printouts, including but not limited to electronic mail files and any other information-carrying media; and copies of such writing or records containing any commentary or notation whatsoever that does not appear in the original. The term "document" further includes, by way of illustration and not limitation, memoranda, correspondence, schedules, progress schedules, time logs, drawings, computer disks, charts, projections, time tables, summaries of other documents, minutes, surveys, work sheets, drawings, comparisons, evaluations, laboratory and testing reports, telephone call records, personal diaries, calendars, personal notebooks, personal reading files, transcripts, witness statements and indices on any media whatsoever, including, without limitation, paper, film, any form of electronic, computerized, digitized, or magnetic storage, and all other methods for the expression or retention of information.

3. The term “communication” means any oral, graphic, demonstrative, telephonic, verbal, electronic, written or other conveyance of information, including but not limited to conversations, correspondence, memoranda, facsimile and electronic mail.

4. The terms “referring to” or “relating to” mean consisting of, containing, mentioning, suggesting, reflecting, concerning, regarding, summarizing, analyzing, discussing, involving, dealing with, emanating from, directed at, pertaining to in any way, or in any way logically or factually connected or associated with the matter discussed.

5. “Identify” or “identifying” or “identification,” when used in reference to a natural person, means to state:

- a) the full legal name of the person;
- b) the name, title and employer of the person at the time in question;
- c) the present or last known employer of such person;
- d) the present or last known home and business addresses of the person; and
- e) the present or last known telephone number of the person.

6. “Identify” or “identifying” or “identification,” when used in reference to a person other than a natural person, means to state:

- a) the full name of the person and any names under which it conducts business;
- b) its present or last known principal place of business;
- c) the present or last known telephone number of the person; and
- d) the name of the chief executive officer of that person.

7. “Identify,” “identifying” or “identity,” when used in reference to a communication, means to state the date of the communication, whether the communication was written or oral, the identity of all parties and witnesses to the communication, the substance of what was said and/or transpired and, if written, the identity of the document(s) containing or referring to the communication.

### **INSTRUCTIONS**

1. If you contend that any response to any data request may be withheld under the attorney-client privilege, the attorney work product doctrine, or any other privilege or basis, please state the following with respect to each such response in order to explain the basis for the claim of privilege and to permit a determination of the propriety of that claim:

- a) the privilege asserted and its basis;
- b) the nature of the information withheld;

- c) the date, title, number of pages, and subject matter of any document that is withheld as privileged (except to the extent that you claim that such information itself is privileged).
  - d) the identity of the author(s) and/or preparer(s) and the addressee(s) (if any) of any document withheld as privileged.
- 2. If you contend that the response to any data request may be withheld on the grounds that it includes customer account records, or that such response constitutes proprietary confidential business information, please mask any customer-specific information that would enable NEXTLINK to identify particular customers (other than NEXTLINK) and identify with specificity the type of information so masked and the reasons for withholding such information.
- 3. These data requests are to be answered with reference to all information in your possession, custody or control or reasonably available to you. These data requests are intended to include requests for information which is physically within BellSouth's possession, custody or control as well as the possession, custody or control of BellSouth's agents, attorneys, or other third parties from which such documents may be obtained.
- 4. If any data request cannot be responded to in full, answer to the extent possible and specify the reasons for your inability to respond fully. If you object to any part of a data request, answer all parts of the data request to which you do not object, and as to each part to which you do object, separately set forth the specific basis for the objection.
- 5. These data requests are continuing in nature and require supplemental responses should information unknown to you at the time you serve your responses to these data requests subsequently become known.

### **DATA REQUESTS**

39. Describe in detail any effort by BellSouth or conducted on BellSouth's behalf designed or targeted to regain customers now served by NEXTLINK or any other new entrant in Tennessee. This response should include, but not be limited to, information regarding who conducted the effort, when it occurred, which customers were targeted and how these customers were identified. Produce all documents relating to these efforts. This request includes, but is not limited to, solicitation letters, records of telephone calls, sales calls, verbal or written invitations to participate in market surveys or focus groups, records of market surveys or focus groups and internal communications regarding the accounts, no matter how maintained. As indicated in the definitions set forth above, this and the following requests also specifically include records of consultants or agents employed by BellSouth.

40. Describe in detail any effort by BellSouth or conducted on BellSouth's behalf designed or targeted to maintain BellSouth customers who are considering switching their service to NEXTLINK or any other new entrant in Tennessee. This response should include, but not be limited to, information regarding who conducted the effort, when it occurred, which customers were targeted and how these customers were

identified. Produce all documents relating to these efforts. This request includes, but is not limited to, solicitation letters, records of telephone calls, sales calls, verbal or written invitations to participate in market surveys or focus groups, records of market surveys or focus groups and internal communications regarding the accounts, no matter how maintained.

41. Produce all customer account records and all documents relating to the following accounts for the time period July 4, 1996 through the present:

- a) Southern Trophy House  
2705 Nolensville Pike  
Nashville, Tennessee 37211
- b) Maddox Companies  
3833 Cleghorne  
Nashville, TN 37215
- c) Sherrard & Roe  
424 Church Street  
Nashville, TN 37219
- d) Barnes Real Estate  
(multiple locations)  
Nashville, Tennessee
- e) Fleet Safety Equipment  
5090 Wilfong Ln.  
Memphis, Tennessee 38134
- f) Belden Enterprises  
815 18<sup>th</sup> Ave. S.  
Nashville, Tennessee 37203
- g) Lowery Optical  
5141 Wheelis Dr.  
Memphis, Tennessee 38117
- h) Response Systems  
5094 Wilfong Ln.  
Barlett, Tennessee 38134
- i) Enterprise Tech  
756 Ridge Lake Blvd.  
Memphis, Tennessee 38120

This request includes, but is not limited to, solicitation letters, records of telephone calls, sales calls, verbal or written invitations to participate in market surveys or focus groups, records of market surveys or focus groups and internal communications regarding the accounts, no matter how maintained.

42. Produce all marketing or solicitation letters sent to any business account or potential account by BellSouth or on BellSouth's behalf in Nashville and Memphis, Tennessee during the time period July 1996 to the present.

43. Identify all business customers or potential business customers that have participated or been requested to participate in any market survey, focus group, or customer satisfaction survey conducted by BellSouth or on BellSouth's behalf in Tennessee during the time period July 1996 to the present.

44. Your response to NEXTLINK's Data Request No. 1 was incomplete because you provided only communications or documents between NEXTLINK and BellSouth regarding outages. Please produce all internal BellSouth communications or documents, all communications or documents between BellSouth and any other party, including BellSouth's outside contractors and vendors and all other communications or documents that refer or relate to any service outage affecting NEXTLINK or NEXTLINK's customers, including any instance in which BellSouth has been unable to deliver calls to or accept calls from NEXTLINK's network.

45. Your response to NEXTLINK Data Request No. 5 states that BellSouth is not aware of any documents relating to complaints by NEXTLINK regarding BellSouth's failure to provide directory listings in a timely manner. Attached to these data requests as Exhibit 1 are examples of such complaints that were produced by BellSouth in response to other data requests. Please produce all other such documents. Also, please produce all documents relating to requests by NEXTLINK for white or yellow pages directory listings for its customers and to actions taken by BellSouth or on BellSouth's behalf in response to NEXTLINK's requests. This includes, but is not limited to, NEXTLINK's requests and all records of communications regarding such requests between BellSouth and BellSouth Advertising and Publication Corp. ("BAPCO").

46. Please produce all contracts between BellSouth and BAPCO that have been in effect during any part of the time period January 1, 1996 through the present.

47. Please produce all service interval agreements, procedural guides, performance standards, and any other document that sets forth agreements or expectations regarding the time it will take for BAPCO to provide new or modified white or yellow pages listings to: 1) BellSouth customers upon a request by BellSouth; and 2) new entrant customers upon a request by the new entrant or BellSouth.

48. Produce any communications or documents, including but not limited to, performance measurements, relating to the time required to provide a new or modified white pages listing after a request is made by BellSouth or a new entrant. Produce all such communications or documents for the time period January 1, 1997 to the present. Please state all facts upon which you will rely to show that BellSouth provides nondiscriminatory access to white pages listings.

49. Please produce all documents or communications maintained by BellSouth's Local Carrier Service Centers ("LCSCs") or Unbundled Network Element Service Centers that refer or relate to NEXTLINK.

50. Please produce all documents maintained in the files of Donna Hartley, Frank Batusic, or W. H. Westbrook that refer or relate to NEXTLINK.

51. In response to NEXTLINK's Data Requests, BellSouth has produced numerous communications from NEXTLINK to BellSouth regarding concerns with BellSouth performance, but very few internal BellSouth documents or records regarding BellSouth's response to such communications. For example, BellSouth's response to Data Request No. 2 includes many electronic mail communications from NEXTLINK to Donna Hartley, but limited documentation of actions taken by Ms. Hartley or other BellSouth employees in response to such communications. Please produce all BellSouth internal communications, responses, root cause analyses, meeting minutes and other documents relating to any aspect of BellSouth's relationship to NEXTLINK, including but not limited to, any communications related to NEXTLINK's complaints or concerns about BellSouth's performance.

52. Please provide all documents or communications that refer or relate in any manner to the following NEXTLINK orders to BellSouth: PONs 17140, 19032, 18793, 18912, 19104, 19082, 19168, 19032, 19211, 19292, 19241, 19296, 19343, 18279, 19305, 19243, 19309, 19104, 19082, 19242. This request includes, but is not limited, NEXTLINK's order to BellSouth, all communications between NEXTLINK and BellSouth or within BellSouth regarding the order, all documents generated by BellSouth's Operational Support Systems or relating to the flow of the order through those systems, technician assignments, engineering documents, and all other documents from which the order can be tracked through the BellSouth system until filled by BellSouth and accepted by NEXTLINK.

54. Please produce all documents that refer or relate to efforts by NEXTLINK to obtain access to BellSouth's OSS interfaces, including its LENS, EDI, EXACT, and TAFI interfaces. This includes, but is not limited to, all internal communications, documents, and records on this subject. This also specifically includes all documentation regarding digital signature verification.

55. Please produce all documents, including but not limited to, all correspondence, applications, analyses, memoranda, and working papers, referencing or relating to

NEXTLINK's applications for physical collocation in the following central offices: in MEMPHIS: Bartlett CO, Eastland CO, and Memphis Main CO; and in NASHVILLE: Nashville Main CO, Crieve Hall CO, and University CO. Include all documents relating to and/or relied upon by BellSouth in processing those applications and in determining construction, space preparation, and other charges associated with those applications.

56. Please produce all documents, including but not limited to, internal correspondence, memoranda, surveys, space plans, layouts and drawings from the time period of July 1996 to the present regarding the availability of physical collocation space in BellSouth's central offices and/or at remote switches in Memphis and Nashville.

57. Provide all details and documentation, including but not limited to, the time period, identity of the collocator, construction schedule, plans, surveys, and costs, associated with any complete and accurate application for physical collocation in Tennessee where more than four months elapsed between BellSouth's receipt of the application and BellSouth's completion of construction of the collocation space. Produce any documents related to this request.

58. State the longest time period that has elapsed from BellSouth's receipt of a complete and accurate application for physical collocation in Tennessee and BellSouth's completion of construction of the collocation space.

59. Provide all details and documentation, including but not limited to, the time period, identity of the collocator, construction schedule, plans, surveys and costs associated with any complete and accurate application for physical collocation in Tennessee where less than two months elapsed from BellSouth's receipt of the application for physical collocation and BellSouth's completion of construction of the collocation space. Produce any documents related to this request.

60. State the average number of days required to provision an unbundled loop order received from NEXTLINK for each month from July 1, 1997 through February 28, 1998. Produce all documents related to or that form the basis for BellSouth's response, including all documents upon which such calculations were based. This response should include all documents indicating when NEXTLINK's orders were received by BellSouth and all documents indicating when such orders were filled. If BellSouth contends that it has not performed such calculations, please produce all documents as described above from which such a calculation could be performed.

61. Produce all documents and communications regarding NEXTLINK orders that BellSouth delayed in fulfilling or was unable to fill on the firm order commitment date and/or within the time frame proscribed by BellSouth's agreement with NEXTLINK because BellSouth lacked facilities, staff, personnel or materials to fill the order.



62. Refer to the February 10, 1998 letter and attachment from Donna Hartley to Greg Breetz produced in response to NEXTLINK Data Request No. 2. Please state why there were no technicians available to work the January 28, 1998 cutover referenced in that document. Also, please provide all time sheets, call out sheets and other documents listing or describing work actually performed or scheduled to be performed by technicians assigned to the Nashville Airport Central Office on January 28, 1998. If no technicians were assigned to that office, please state why no technicians were assigned.

63. In your response to NEXTLINK's Data Request No. 14, you contend that LCSC representatives correct "obvious" errors on CLEC orders. Please produce all NEXTLINK orders on which LCSC representatives have corrected errors and all documentation relating to the corrections performed by LCSC personnel. Also, please produce all documents that relate or refer to orders returned by LCSC personnel to NEXTLINK for correction or clarification.

64. Please update your response to NEXTLINK Data Request No. 15. Also, please state the current number of total trunks interconnecting CLECs with the BellSouth network. Identify each individual CLEC included in the total and provide detailed information for each individual CLEC, including but not limited to:

- a) The total number of trunks attributed to the CLEC;
- b) The number of outgoing trunks, and how and where each trunk is interconnected;
- c) The number of incoming trunks, and how and where each trunk is interconnected;
- d) The number of trunks connecting to BellSouth end offices by CLEC;
- e) The number of trunks connecting to BellSouth's local tandem switches by CLEC; and
- f) The number of trunks connecting to BellSouth's access tandems by CLEC.

65. Please describe in detail the "small number" of network problems referenced by Mr. Milner in paragraph 16 of his draft affidavit to the FCC.

66. Your responses to NEXTLINK's Data Requests Nos. 18 and 19 reference BellSouth cost studies. Please produce all work papers, interview documentation, studies, surveys, and other documents relied upon by BellSouth's subject matter experts in developing the cost studies you reference.

67. Provide a detailed explanation of the basis for BellSouth's power charges to collocators, including but not limited to, an explanation of the components making up the power charges, how much of the charge is attributable to each component, how the charges are assessed, how any measurements associated with the charges are conducted

and the basis for determining the charges. Produce any documents relating to this request.

68. Please produce all documents upon which BellSouth has relied to determine that its construction and space preparation charges to NEXTLINK for physical collocation space have been or are cost-based.

69. Please update your response to NEXTLINK Data Request No. 22.

70. Please provide all documents that refer or relate to the cutover study referenced in paragraph 46 of Mr. Milner's draft FCC affidavit.

71. Describe any revisions BellSouth plans to make to Mr. Milner's affidavit or testimony to reflect problems acknowledged by BellSouth in provisioning unbundled loops to NEXTLINK and service outages experienced by NEXTLINK.

72. Please produce all documents that refer or relate to NEXTLINK's orders to BellSouth for Adex Corp. and Burton Tally Insurance Agency described in your response to NEXTLINK Data Request No. 30. This includes, but is not limited to, NEXTLINK's orders, BellSouth's FOC and all communications regarding the orders between BellSouth and BellSouth Advertising and Publication Corp. ("BAPCO").

73. Please provide the percentage of loops and the total number of loops in the Memphis, Tennessee MSA that are presently served using integrated digital loop carrier ("IDLC").

74. Please provide the percentage of loops and the total number of loops in the Nashville, Tennessee MSA that are presently served using IDLC.

75. Please provide the percentage of loops and the total number of loops in the Memphis, Tennessee MSA that were served using IDLC in each of the years 1996 and 1997.

76. Please provide the percentage of loops and the total number of loops in the Nashville, Tennessee MSA that were served using IDLC in each of the years 1996 and 1997.

77. Describe BellSouth's plans, if any, to install IDLC equipment in Nashville and Memphis in 1998. This description should include, but not be limited to, where the IDLC will be installed and the number of lines it is expected that the IDLC will serve.

78. Describe BellSouth's plans, if any, to install IDLC equipment in Nashville and Memphis in 1999. This description should include, but not be limited to where the IDLC will be installed and the number of lines it is expected that the IDLC will serve.

79. Please provide the percentage of loops and the total number of loops in the Memphis, Tennessee MSA that are presently provisioned from remote switches.
80. Please provide the percentage of loops and the total number of loops in the Nashville, Tennessee MSA that are presently provisioned from remote switches.
81. How many remote switches does BellSouth operate in Tennessee?
82. How many remote switches does BellSouth operate in the Nashville MSA?
83. How many remote switches does BellSouth operate in the Memphis MSA?
84. Please provide the percentage of loops and the total number of loops in the Memphis MSA that were provisioned from remote switches in each of the years 1996 and 1997.
85. Please provide the percentage of loops and the total number of loops in the Nashville MSA that were provisioned from remote switches in each of the years 1996 and 1997.
86. Please provide maps identifying the location of every central office and remote switch operated by BellSouth in the Nashville MSA and the Memphis MSA. Also for each remote switch identified on the maps, please identify the central office that subtends or hosts the remote switch. If no such maps are available, please provide the street address of every central office and remote switch operated by BellSouth in the Nashville MSA or the Memphis MSA and identify the central office that subtends or hosts each remote switch.
87. Please provide all documents relating to BellSouth's calculation and/or proposed imposition of any special construction charges for provisioning loop facilities as indicated in your response to NEXTLINK Data Request No. 38.
88. Please produce all documents that relate to billing of NEXTLINK by BellSouth, except for those bills actually sent by BellSouth to NEXTLINK and those documents produced in response to NEXTLINK Data Request No. 6. This includes, but is not limited to, correspondence between NEXTLINK and BellSouth and internal studies, reports or communications regarding billing issues.
89. Describe in detail the process by which BellSouth removes a former customer from its billing system, including but not limited to, the timing of the removal. Produce any documents related to this response.
90. Produce all documents and communications relating to billing of NEXTLINK customers that were former BellSouth customers. These documents should include, but

should not be limited to, complaints by NEXTLINK or its customers regarding billing by BellSouth after the customer has terminated its BellSouth account.

91. Describe in detail the process by which BellSouth notifies or otherwise communicates to NEXTLINK that a former NEXTLINK customer has become a BellSouth customer. Produce any documents related to this response.

92. Mr. Milner claims at pages 11 and 12 of his testimony that call blockage and other customer service impairments have been caused by improper forecasting on the part of CLECs. Please produce all documents upon which Mr. Milner relies in making this statement. Also, please produce all trunk forecasts, planning meeting minutes, correspondence, and other documents relating to trunk forecasts provided by BellSouth to any CLEC or provided to BellSouth by any CLEC relating to trunk forecasts for Tennessee.

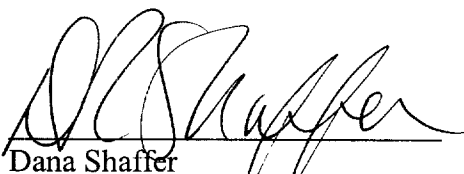
93. Please describe the engineering design of the loops serving Century 2 Staffing, 30 Burton Hills, Nashville Tennessee, 37215, and produce engineering design layouts or other documents from which the identity of the central office and any remote switch serving those loops can be determined.

94. NEXTLINK's Data Request No. 27 requested production of all documents relating to transmission loss experienced in unbundled loops provisioned to NEXTLINK. Your response included only trouble reports. Please produce all other documents requested by Data Request No. 27.

95. In your response to NEXTLINK Data Request No. 30, you state that the order for Burton Tally Insurance Agency was submitted after the closing date for the Nashville White Pages. Please produce all documentation related to any order submitted by BellSouth to BAPCO after 10/27/97 that was included in the most recent Nashville White Pages.

DATED this 6<sup>th</sup> day of March, 1998.

Respectfully submitted,

A handwritten signature in black ink, appearing to read 'D. Shaffer', is written over a horizontal line.

Dana Shaffer  
105 Molloy Street, Suite 300  
Nashville, Tennessee 37201  
615-777-7700  
Attorney for NEXTLINK Tennessee

## CERTIFICATE OF SERVICE

I hereby certify that on March 6, 1998, a copy of the forgoing document was served on the parties of record, via hand delivery or United States mail, postage pre-paid, addressed as follows:

H. LaDon Baltimore, Esquire  
Farrar & Bates  
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Nashville, TN 37219-1823

Charles B. Welch, Esquire  
Farris, Mathews, et al.  
511 Union Street, #2400  
Nashville, TN 37219

Henry Walker, Esquire  
Boult, Cummings, et al.  
414 Union Street, #1600  
Nashville, TN 37219-8062

Jon E. Hasings, Esquire  
Boult, Cummings, et al.  
414 Union Street, #1600  
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Guy Hicks  
BellSouth Telecommunications  
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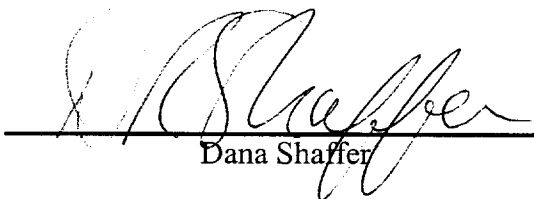
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Dana Shaffer